



SIGN LANGUAGE INTERPRETER REFERRAL SERVICE CALLING ORDER

GROUP	CRITERIA
1	RID-NIC, NIC Advanced, NIC Master, CI/CT or CSC
2	CI, CT, NAD 5, QAST 5/5, 5/4 or 5
3	NAD 4, QAST 4/4, 4/3 or 4
4	NAD 3, QAST 3/3, 3/2 or 3
5	This classification includes interpreters who meet the qualifications needed to be in the NCDHH Interpreter Referral Directory but who are not represented in the criteria for Groups 1-4. The NCDHH Staff Assistant will contact the NCDHH Interpreter Program Assistant, or the NCDHH Director for approval prior to calling interpreters in this group in order to ensure that the interpreter is appropriate and qualified for the assignment.

GENERAL PRACTICES

- Knowledge of the interpreter's work schedule, experience, strengths, weaknesses, and preferences of both the interpreter and the deaf consumers also determines which interpreters will be contacted.
- Documented certification/level rating is the only means of determining ability. The interpreter as a professional determines discretion as to ability beyond or below certification.
- Interpreters with only an EIPA rating will be contacted for educational interpreting assignments only.
- The order in which interpreters are contacted within each criteria group will be at random and is not alphabetical.
- NCDHH staff interpreters will be referred only when no outside-qualified interpreter is available and the assignment cannot be postponed.
- For after-hours and weekends, NCDHH staff interpreters will be called in the order of certification/level rating.